

There are simply not enough qualified American Sign Language Interpreters in the world to meet the needs of all consumers of Video Relay Services, so I oppose the rule that all calls must be answered within 10 seconds. It takes much longer to train a sign language interpreter than it takes to train a text relay operator. The rule might apply for text relay, but in this real world we live it, it is not applicable. Perhaps in another 5 years, if many sign language interpreters are recruited into interpreter training programs in order to fill the need for qualified video relay interpreters, we can comply with this rule. At this point, it is impossible.